Line Appearance

This chapter provides information to use the Line Appearance menu in BAT to view, export, and update line appearances.

A line appearance is the linkage of a line to a device. The end user is now linked to a line appearance rather than a line.

The system did not provide detailed presence information about relationships such as shared lines to Cisco Unified Presencepreviously, which led to inaccurate or incomplete presence state. The Line Appearance feature provides detailed information are multiple line appearances associate with a user.

View Line Appearances

Because you might have several line appearance records, Unified Communications Manager lets you locate specific records on the basis of specific criteria.

Note During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, the system retains your Cisco Unified Communications Manager search preferences until you modify your search.

Procedure

Step 1   Choose Bulk Administration > Users > Line Appearance > Export Line Appearance.
The Export Users Query window displays.

Step 2   To find all records in the database, ensure the dialog box is empty; go to Step 3, on page 2.

To filter or search records

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, choose a search pattern.

• Specify the appropriate search text, if applicable.

Note To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the − button to remove the last added criteria or click the Clear Filter button to remove all added search criteria.

Step 3 Click Find.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

Note You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking Delete Selected. You can delete all configurable records for this selection by clicking Select All and then clicking Delete Selected.

Step 4 From the list of records that display, click the link for the record that you want to view.

Note To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

Export Line Appearances

1. Create a text file that lists details of the line appearance that you want to export.

2. Upload the custom file into Unified Communications Manager first node.

3. Find the line appearance records you want to export.

After you have selected line appearance items to export, you can proceed to export the selected line appearances.

Procedure

Step 1 After you have located the items to export, click Next.
The Export Line Appearance Configuration window displays.

Step 2 In the In Custom File field, enter the filename for the custom file.

Step 3 In the File Format drop-down list box, choose the file format.
The Line Appearance Format is available by default.

Step 4 Check one or more of the following check boxes:

• Export line appearances for Cisco Unified Presence users only—The export operation will only get performed on Cisco Unified Presenceusers.

• Export line appearances for all the primary extensions—Line appearances for all devices that share a line to which a user is associated will get exported.

• Export line appearances for the devices associated—Line appearances for all the lines that share a device to which a user is associated will be exported.

Step 5 In the Job Information area, enter the Job description.

Step 6 Choose an export method. Do one of the following:

    a) Click Run Immediately to export line appearances immediately.

    b) Click Run Later to export line appearances at a later time.

Step 7 To create a job for generate reports, click Submit.

To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

What to do next

The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

Update Line Appearances

1. Create a text file that lists the following details for the line appearances that you want to update:

    • User ID

    • Device

    • Directory numbers

    • Partition (optional)

2. Put each item on a separate line in the text file.

3. Upload the custom file to Unified Communications Manager server.

You can update line appearances that are listed in a custom file.

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Attention The line must be associated to the end user for the Update Line Appearance transaction to be successful.

Procedure

Step 1 Choose Bulk Administration > Users > Line Appearance > Update Line Appearance.
The Update Line Appearance Configuration window displays.

Step 2 From the File Name drop-down list box, choose the name of the custom file.

Step 3 Check the following check boxes to select these options, or skip to .

a) If you want to update the line appearance for Cisco Unified Presenceusers only, check the Update line appearance for CUP users only check box.

b) If you want to disassociate the line appearance, check the Disassociate line appearances check box.

Step 4 In the Job Information area, enter the Job description.

Step 5 Choose a method to update line appearances. Do one of the following:

a) Click Run Immediately to update line appearances immediately.

b) Click Run Later to update line appearances at a later time.

Step 6 To create a job for updating line appearances, click Submit.

To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu.

Related Topics

BAT Log Files

Manage Scheduled Jobs

Upload File to Server